



Employment Opportunities/ Job Openings

Bilingual Intake Specialist- Information & Referrals

Catholic Charities Atlanta is hiring a **full-time Bilingual Intake Specialist-Information & Referrals** for our Family Stabilization Program. In this role, you will provide information and referrals regarding health and human services to individuals and organizations via telephone, email and walk-in contact. Must have the skills to quickly assess client needs, identify appropriate resources and provide all necessary information to clients. Additional job duties include: community outreach including attending health fairs, events and meetings; advocacy on behalf of clients with other agencies; and maintaining accurate, updated records and files.

Candidates should be Bilingual and have good interpersonal, verbal, and written skills. Additionally, candidates must possess a Bachelor's degree or have related experience in the field with a minimum of 1-3 years' experience in a diverse community setting. Knowledge of community resources and direct client service experience preferred.

Email a **resume** and **cover letter** with "Bilingual Intake Specialist" in the subject line to:

ccaemployment@catholiccharitiesatlanta.org

Qualifying candidates will be selected and contacted for interviews.

Posted: November 19, 2018

Catholic Charities Atlanta Job Description

POSITION TITLE: Bilingual Intake Specialist – Information & Referrals

CATEGORY: Direct Service

PROGRAM ASSIGNMENT: Family Stabilization Program - Case Management Services

CLASSIFICATION: Full Time, Exempt

JOB CODE: Scale Grade

QUALIFICATIONS:

General: Must possess a Bachelor’s degree or related experience in the field. A minimum of 1-3 year experience working in a diverse community setting. Basic computer knowledge (e.g. Microsoft Word, Excel, Outlook). Communicating effectively, both orally and in writing.

Specific: Knowledge of community resources and direct client service experience preferred. Customer service, call center, or other related experience.

GENERAL RESPONSIBILITIES:

The general responsibilities of this position include the responsibilities shared by all employees of Catholic Charities Atlanta (separate document).

SPECIFIC RESPONSIBILITIES:

1. Provides information and referrals about health and human services to individuals and organizations via telephone, email, and walk-in contact, when required.
2. Assesses client needs, identify appropriate resources, provide all necessary information, and identify alternatives resources for clients, as appropriate.
3. Advocates on behalf of the client with other agencies, when necessary.
4. Performs intake procedures to determine client eligibility for CCA programs.
5. Performs Mental Health Counseling intake for prospective clients.
6. Responds to public inquiries and serves as a resource to community agencies providing information about programs, application procedures and eligibility requirements for federal, state or county programs.
7. Maintains accurate, updated records and files. Submits reports to supervisor and/or director as required.
8. Attends resource-sharing meetings, health fairs and other community events, as assigned.
9. Works with volunteers to support clients’ timely access to information.

Approved:
Revised: June 7, 2017

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Intake Specialist

10. Meets with immediate supervisor on a regular and consistent basis. Remains open to the feedback of peers and administrative staff. Responds to problem areas in a timely and productive manner. Meets individual program and grant benchmarks on a consistent basis.
11. Conducts follow-up calls and quality assurance surveys for clients.
12. Maintains external provider listing in Electronic Database Management system.
13. Other duties as assigned by the Program Director.

SUPERVISORY RESPONSIBILITIES: Volunteers

ACCOUNTABILITY: Senior Program Director

COMMENTS: The work week is generally 37.5 **hours** per week on a year round basis, however the position requires a willingness and flexibility in work hours when necessary to fulfill job responsibilities. Employee is subject to Personnel Policies and procedures prescribed for all personnel. Must have valid Georgia driver's license, reliable personal transportation and current auto coverage. Position is exempt.

DISCLAIMER: This is not necessarily an exhaustive list of the responsibilities, tasks, skills, efforts or working conditions associated with the position. While this is intended to be an accurate description of the current job, management reserves the right to revise the job or require other tasks be performed when circumstances arise (i.e., emergencies, changes in personnel, rush job, technological developments, etc.)

I have received a copy of my new/revised job description:

Employee

Date